GO NORTH EAST DRIVES BUS ROUTE EFFICIENY FORWARD WITH EEMITS CELLULAR SOLUTION

TRANSPORT AND LOGISTICS

Go North East and Eemits have been working together for a number of years and the time came to upgrade their analogue two-way radio system to a smarter digital solution. One that could connect their entire bus fleet together without interruption.

THE CHALLENGE

Part of the Go Ahead Group, Go North East is a major bus company that operates across the North East region - spanning from Tyneside to Teesside, and everywhere inbetween.

The challenge was to upgrade their existing analogue two-way radio system to a modern, digital solution that could continue to seamlessly connect their entire bus fleet together - and give them access to features and software that would drive efficiency and improve worker safety.

With buses on daily routes throughout the North East, they needed to ensure they had instant, reliable communication coverage across a wide network area. Not only that but they needed a solution in place that would allow their bus drivers to communicate with a supervisor at a centralised depot.

On the flip side, the supervisor needed to be able to monitor bus routes in real-time and have the ability to get in touch with drivers - without delay - to relay important updates, and solve any queries, including safety issues.

PRODUCTIVITY
up

EFFICIENCY
raised

SAFETY
increased

TRBOCALL - GREATER THAN THE SUM OF ITS PARTS

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Ultra Smart Digital **Two Way Radio Solutions**

TRBOCALL™
GREATER THAN THE **SUM OF ITS PARTS**

THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL — a modular platform comprising the following:

⊕ INFRASTRUCTURE

Go North East chose:

- Push-to-Talk over Cellular (PoC)
- Roaming SIM

The Benefits:

Go North East opted for a PoC solution as it provided them with ultra-reliable coverage of a wide network area - without the need for complex radio infrastructure.

The only infrastructure required was a network antenna (connected on top of the buses) that boosted the signal of the antenna on their in-vehicle radio.

Using a mobile network solution means Go North East is able to keep operational costs of a communication system low as there's no reliance on base stations and repeaters like their old analogue radio system.

And by using our TRBOCALL mobile app and dispatcher solution, their able to connect to the PoC server and our management/dispatch application - creating a solution that is ultra-reliable and can be used anywhere in the UK.

Using a roaming SIM with a capped data allowance also helps Go North East to stay in control of what their system is used for, driving efficiency for the business - as the communication solution is used for primary means (i.e., for communication between the bus drivers and the depot/depots).

A roaming SIM also gives Go North East the abilitiy to connect and communicate from any location.

THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL — a modular platform comprising the following:

⚙ HARDWARE
Go North East chose:

- 300+ Telox M5 devices

- In-vehicle hands-free mic system (includes IP67 rated panel mount PTT button)

- Gooseneck microphone

- 4x PC dispatchers for control rooms

📋 FEATURES
Go North East chose the following features:

PTT (Push-to-Talk)

Lone Worker

Panic Button

Bluetooth

Go North East needed a modern, in-vehicle communication device that offered crystal, clear communication and a range of features that could drive efficiency and improve safety.

The Benefits:

The Telox M5 in-vehicle device was the perfect fit for Go North East as it could be mounted inside the bus and be used as hands-free radio (via a gooseneck microphone and panel mounted Push-to-Talk button).

It also has a high-sensitivity antenna for extended cellular coverage, built-in GPS for bus location tracking, and Bluetooth/Wifi connectivity.

The Benefits:

Push-To-Talk (PTT) over Cellular and Broadband
With PTT over cellular and broadband, Go North East is able to carry out one-to-one calling, one-to-group calling, and emergency calling.

The biggest benefit of PTT is that there's no need to wait for someone to pick a device up at the other end - it's instantaneous. And to improve communication efficiency, a 'request-to-talk' option has been enabled, so bus drivers must request to speak in order to ensure critical conversations are prioritised.

Lone Worker
The lone worker module is set up as a welfare check for bus drivers, as they spend hours on end by themselves at the front of the bus. The control room creates a time interval where communication with the bus driver is expected.

If the driver doesn't respond via the application or gets in touch with the dispatcher then an alert is triggered and their GPS co-ordinates will be determined visually on a map.

Panic Button
When the dedicated orange button is pressed on the TM5 an emergency alarm is sent to other users who have the application turned on. Like Lone Worker, their GPS co-ordinates will be sent

The Evolve also has a dedicated emergency button on the device - giving end users peace of mind that they'll be able to raise an alarm in speedy fashion.

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THE SOLUTION

We installed Eemits ultra-smart digital two-way radio solution - TRBOCALL — a modular platform comprising the following:

SOFTWARE

Go North East opted for software:

Mobile Client

Voice Dispatch   Personal Safety   Outdoor Positioning

Voice Recording

Go North East opted for a range of software options that allowed them to boost worker safety, efficiency and productivity.

The Benefits:

Mobile client

With a 4" touchsreen, the M5 gives bus drivers the ability to utilise the TRBOCALL app to request and make calls, view live maps and use emergency features. The PC dispatcher has access to the app on their desktop and the two devices communicate with each other seamlessly.

Outdoor Positioning

With built-in GPS, the location of workers in outdoor spaces is tracked in real-time. This is particularly crucial in situations where a bus driver is in a precarious position or is in a location that is unusual for their usual route.

Knowing their whereabouts is potentially life saving, especially as Go North East operates over such a vast area of space on a daily basis.

Geofencing

With built-in GPS, Go North East also created geofences in key areas of their bus routes. A notable example of this is when the driver is going to be approaching a low bridge.

An alert will flag up that they're coming towards a low bridge. Alerted ahead of time, the driver is then able to drive more carefully, therefore improving their own safety, the safety of passengers, and also pedestrians.

They can also set historical routes (so the control room can see exactly what route the bus has taken), breadcrumb trails (so it can be seen where the driver has been for the last 30 minutes), and speed limits/idle times (so speed can be monitored accordingly).

Voice Recording

With so many daily routes taking place, it's important that Go North East know exactly what is going on, not just in real-time, but also in the aftermath of any events or incidents that take place.

With Voice Recording, two-way (or group) conversations are recorded and then played back in MP3 format.

THE SOLUTION

We installed Eemits ultra-smart digital solution - TRBOCALL – a modular platform comprising the following:

SERVICE WRAP

Go North East chose:

- Five-year Managed Service

- Hardware Hot Swap

- Unlimited Telephone Support (Business Hours)

- Remote Support

- Reactive Maintenance

- 24/7/365 Access

The Benefits:

The managed service is for five years and covers the long-term hire of the Telox M5, and a range of maintenance support services.

This covers a hardware hot swap where they get direct replacement of a device within three days of Eemits receiving a defective model that has failed through wear and tear.

The customer also gets unlimited business hours telephone support where our technical team provide assistance over the phone.

Remote support is also offered whereby we remotely monitor for any diagnostic issues and fix any software problems that may occur with the TRBOCALL mobile client system.

We also provide Go North East with a same-day (business hours) response to attend site to fix any dispatch system or in-vehicle radio issues - if they can't be resolved remotely.

All of this is wrapped into TRBOCALL 24/7/365 so the customer has peace of mind that they can get anytime access to telephone support, remote support, and reactive maintenance.

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THE RESULTS:

Go North East now has an upgraded, more modern communication solution in place - one that is helping them to drive efficiency when it comes to the planning and delivery of bus routes for customers all over the North East.

Eemits innovative modular platform TRBOCALL - a unique combination of hardware, bespoke software applications and digital features - together create an ultra-smart two-way radio system. Combined with unrivalled wide area network coverage, our customers have the flexibility to build their own system with all, or a combination of infrastructure, hardware, software service wrap, features and accessories that suite their individual business needs.

EEMITS CLIENTS BENEFIT FROM:

Productivity increased by up to

40%

PER SITE

Efficiency raised by up to

1hr

PER EMPLOYEE PER DAY

Safety increased for

100%

OF YOUR WORKFORCE VIA DIGITAL RADIO WHERE EVER THEIR LOCATION

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